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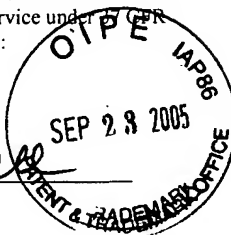
PATENT
Attorney Docket No.: 020375-006600US

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By:

Aurora Lowell
Aurora Lowell



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Mark Tonack

Application No.: 10/081,167

Filed: February 22, 2002

For: MAINTENANCE REQUEST
SYSTEMS AND METHODS

Examiner: Michael C. Maskulinski

Art Unit: 2113

SUPPLEMENTAL INFORMATION
DISCLOSURE STATEMENT UNDER 37
CFR §1.97 and §1.98

Commissioner for Patents
P.O. Box 1450
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Sir:

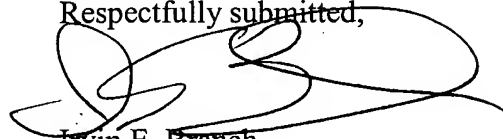
The references cited on attached form PTO/SB/08A and PTO/SB/08B are being called to the attention of the Examiner. Copies of the references are not enclosed. It is respectfully requested that the cited references be expressly considered during the prosecution of this application, and the references be made of record therein and appear among the "references cited" on any patent to issue therefrom.

As provided for by 37 CFR 1.97(g) and (h), no inference should be made that the information and references cited are prior art merely because they are in this statement and no representation is being made that a search has been conducted or that this statement encompasses all the possible relevant information.

Applicant believes that no fee is required for submission of this statement.

However, if a fee is required, the Commissioner is authorized to deduct such fee from the undersigned's Deposit Account No. 20-1430. Please deduct any additional fees from, or credit any overpayment to, the above-noted Deposit Account.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'Irvin E. Branch', written over a horizontal line.

Irvin E. Branch
Reg. No. 42,358

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Substitute for form 1449B/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet 1 of 1

Complete if Known

Application Number	10/081,167
Filing Date	February 22, 2002
First Named Inventor	Tonack, Mark
Art Unit	2113
Examiner Name	Michael C. Maskulinski
Attorney Docket Number	020375-006600US

U.S. PATENT DOCUMENTS+

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number Kind Code ² (if known)			
	A1	US-5,963,911	10-05-1999	Walker et al.	
	A2	US-6,032,184	02-29-2000	Cogger et al.	
	A3	US-6,118,936	09-2000	Lauer et al.	
	A4	US-6,219,648 B1	04-17-2001	Jones et al.	
	A5	US-6,415,392 B1	07-2002	Suzuki et al.	
	A6	US-6,445,774 B1	09-2002	Kidder et al.	
	A7	US-6,601,190 B1	07-2003	Meyer et al.	
	A8	US-6,658,586 B1	12-02-2003	Levi	
	A9	US-2003/0163440 A1	08-28-2003	Tonack	

FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ²
		Country Code ³	Number ⁴	Kind Code ⁵ (if known)				
	A							<input type="checkbox"/>
	B							<input type="checkbox"/>
	C							<input type="checkbox"/>
	D							<input type="checkbox"/>
	E							<input type="checkbox"/>
	F							<input type="checkbox"/>
	AA							<input type="checkbox"/>
	AB							<input type="checkbox"/>

NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.